



Administrative Office of the Courts

CUSTOMER SERVICE SPECIALIST

Primary Purpose

Delivers customer support services for judicial system information technology applications by providing consultation and problem resolution to customers using applications supported by AOC.

Distinguishing Characteristics

Reporting to the Trial Court Services and Judicial Education Manager, this job functions as a subject matter expert in judicial system applications and business processes. The incumbent performs independently and exercises decision-making responsibility within assigned areas of expertise. Interacts regularly with a variety of customers who use applications supported by AOC.

Duties and Responsibilities

Serves as a resident expert for consultation and problem resolution on court business operations and applications supported by AOC systems.

Tracks and responds to help tickets, phone inquiries and requests for information from court personnel; analyzes problems and provides workable solutions.

Develops documentation to help facilitate stakeholder self reliance through AOC online knowledge base.

Forwards problems outside of expertise to the appropriate Administrative Office of the Courts staff for assistance and resolution.

Conducts research and analysis on topics related to judicial information systems, court business practices, and other criminal justice activities.

Interacts and communicates information to subject matter experts to ensure consistency of information to users of applications supported by AOC.

Performs other duties as assigned.

Key Competencies

Agency values:

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

Behavioral Competencies

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

Knowledge, Skills and Ability

- Ability to earn the trust and respect of co-workers, management, and other constituents through consistent honesty, integrity, professionalism and working cooperatively with others; ability to work effectively as a team member
- Ability to accomplish work objectives in cooperation with agency, court, state, and professional colleagues
- Expert interpersonal skills and abilities to establish and maintain professional working relationships with co-workers, management, and clients
- Communication skills both orally and in writing that facilitate effective information exchanges; ability to effectively communicate technical and non-technical information to a wide variety of audiences;
- Skill to accurately assess resources needed to carry out planned actions and ability to manage staff, time, and resources to accomplish tasks, goals and objectives within the structure set by supervisor
- Ability to logically integrate ideas and information to form effective goals, objectives, timelines, action plans and solutions
- Ability to prioritize and effectively manage time
- Understands customer expectations and ensures work meets those expectations
- Ability to identify, analyze and resolve complex problems in a consultative manner bringing problems together with recommendations for solutions
- Ability to multi-task and effectively coordinate multiple projects simultaneously
- Ability to identify risks and outcomes associated with courses of action; ability to develop action plans & strategies to ensure expected outcome from decisions
- Ability to acquire and integrate input from others regarding critical actions, timelines, sequencing and priorities
- Ability to accomplish work objectives in cooperation with agency, court and state colleagues and officials
- Ability to achieve excellent results with little need for direct/oversight
- Ability to accept personal responsibility for the quality and timeliness of work; attention to detail

Key Competencies (continued)

- Ability to exercise judgment and make timely, sound, strategic decisions and recommendations consistent with organizational objectives; think critically
- Ability to recognize and resolve conflicts,
- Knowledge of court business processes and court business operations, JIS and other applications, reference materials, customer service ticket generation software, future software enhancements, customer support tools (e.g.: email, telephone, word processing, spreadsheets etc.), and query tools.
- Ability to learn and implement new concepts; adapt to change;
- Knowledge of new and emerging technologies to enhance customer services
- Ability to keep current with all policies, procedures, reference materials, and auxiliary information that affect the JIS client community

Qualifications and Credentials

Six years of experience working in client support and customer service data information environment **including** at least two years of experience working directly with applications supported by AOC.

OR

Six years working in a court environment which uses applications regularly supported by AOC.

A combination of relevant education and experience may be considered in meeting the qualifications.

SALARY RANGE: 58

- Workweek may fluctuate depending on workload or agency need.
- Overnight travel may be required based on business need.
- This position is not covered by the Fair Labor Standards Act (FLSA).

10/14: Updated

7/11: Revised (including qualifications and title change)

7/06: Revised

12/02: Established